



In 2013, Louisiana Department of Corrections (LDOC), faced with immediate and wide-scale changes to the delivery of specialty care, found themselves in urgent need of a platform for managing referrals and service requests from the more than 130 prisons and jails across the state. The system needed to support multiple workflows, all specialties, and the scheduling of both in person and telehealth services. It needed to be easily accessible and easy to adopt with minimal training for the hundreds of users located throughout the state. LDOC engaged with Eceptionist in May 2013 on a platform that launched on July 1st, just six weeks post kick-off.

The rapid implementation on such a wide scale required standardization across sites and services. LDOC adopted standard workflows and processes at the onset with the understanding that the Eceptionist platform could be configured to more custom workflows in a phased approach after going live.

In the nearly 10 years since launch, Eceptionist has been integrated with CAJUN, the statewide system for managing the prison population and Fusion, a correctional facility focused EHR. LDOC processes thousands of referrals and appointments each month.

Eceptionist WorkflowCX

All Eceptionist services are driven by a powerful rules and workflows engine that supports implementing multiple workflows and rules into any environment. Different workflows can be configured with unique rules to support the varying needs of all service types: from cardiology to dermatology to surgical workflows. Workflows can additionally be configured to support different types of requests (i.e., referral vs. e-consult vs. IEP-type requests) with various priorities.

ECEPTIONIST SERVICE USED

WorkflowCX
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